



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

UNCLASSIFIED

DIRECTOR, CHILD SUPPORT SERVICES

Class No. 000320

■ CLASSIFICATION PURPOSE

To plan, organize, direct and review the activities and operations of the Department of Child Support Services; to coordinate assigned activities with other departments and outside agencies; and to perform related work.

■ DISTINGUISHING CHARACTERISTICS

This appointive position selected by the Board of Supervisors reports to the State Director of the Department of Child Support Services and the Chief Administrative Officer, and is responsible for administering the County's Child Support Services. It is distinguished by its responsibility for the organization and administration of a department comprised of attorneys, clerical, and administrative personnel engaged in the collection of revenues in accordance with the Federal and State laws pertaining to establishing, modifying, and enforcing child support obligations.

■ FUNCTIONS

The examples of functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

1. Plans, directs, organizes, coordinates and evaluates the overall activities of the Department of Child Support Services.
2. Develops and implements the department budget.
3. Reviews income and expenditures to ensure that the budget is in conformance with approved funding levels.
4. Formulates and implements policies, procedures and standards.
5. Identifies operational problems and directs the formulation and implementation of resolutions.
6. Directs the activities of legal, professional, technical, and clerical staff.
7. Develops methods and procedures to implement child support enforcement related legislation in conjunction with attorneys.
8. Advise attorneys in the application of Federal, State and local laws regarding changes in child support procedures and regulations.
9. Establishes and maintains effective working relationships with other departments, the Courts, professional groups and the public.
10. Prepares executive level correspondence, reports and presentations summarizing issues, scope, and level of services, service delivery methodologies, resources, cost estimates, time projections, and legal implications.
11. Confers and coordinates activities with elected officials, County executives, Court officials, law enforcement agencies and community groups.
12. Supervises subordinate staff.
13. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Federal, State, and local laws and regulations related to child support enforcement.
- Principles and practices of financial and background investigations, assets evaluation, and collection.
- Principles and practices of public administration including general administration, human resource management, fiscal management, budgeting and accounting.
- County customer service objectives and strategies.
- The General Management System in principle and in practice.

Skills and Abilities to:

- Plan, organize, direct and evaluate the overall activities and operations of the Department of Child Support Services.
- Establish and implement policy, procedures and standards related to the child support enforcement function.
- Coordinate services with County departments, the Courts, and public and private agencies.
- Ensure that child support enforcement activities conform to Federal, State, and local laws and regulations.
- Identify and resolve operational problems.
- Prepare executive level correspondence and reports.
- Supervise and evaluate the work of subordinate staff.
- Prepare and give public presentations on the department's activities, functions, and issues.
- Communicate effectively orally and in writing.
- Maintain effective audio-visual discrimination and perception needed for making observations, communicating with others and reading and writing.
- Maintain mental capacity, which allows the capability of making sound decisions and demonstrating intellectual capacities.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are: a bachelor's degree from an accredited college or university in business administration, public administration, law or a closely related field; AND, five (5) years of progressively responsible management experience.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

None Required.

Working Conditions

Office environment; exposure to computer screens.

Background Investigation

Must have a reputation for honesty and trustworthiness. Felony convictions will be disqualifying. Misdemeanor convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a thorough background investigation which may include a psychological, polygraph or other examination or test.

Persons serving in positions in the Unclassified Service do not accrue tenure and serve at the pleasure of the appointing authority (Charter of the County of San Diego Section 909.2).

**New: May 21, 1999
Revised: June 9, 2002
Reviewed: June 2004
Revised: October 14, 2005**